

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

STARRED QUESTION NO:170

ANSWERED ON:10.12.2008

PENDING PASSPORT APPLICATIONS

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Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the number of applications pending in each Regional Passport Office (RPO) as on date, State-wise;
- (b) the steps being taken to clear the pending applications expeditiously;
- (c) the number of passport offices in various States inspected during the last three years and the current year;
- (d) the details of lapses/irregularities noticed therein, RPO-wise;
- (e) whether proposals have been received from States for opening of new passport offices; and
- (f) if so, the details thereof, State-wise?

Answer

THE MINISTER OF EXTERNAL AFFAIRS(SHRI PRANAB MUKHERJEE)

- (a) The information is at Annexure.
- (b) The Government has taken several steps from time to time including :
 - (i) special drives to eliminate pendencies;
 - (ii) expediting police verification process by coordinating with Police authorities;
 - (iii) expanding the number of applicants who can get passports on the basis of post issuance police verification;
 - (iv) renewal of passports without police verification of those applicants who have clear police reports in respect of existing passports and nothing adverse against them in passport records.
 - (v) issue of passports to senior citizens, Government servants and minors without police verification subject to completion of certain formalities; and
 - (vi) holding of Passport Adalats/camps at regular intervals by Passport offices to dispose of old passport cases expeditiously.
- (c) The number of Passport offices inspected year-wise is given below:

2005 2006 2007 Upto Nov.2008

6 Inspections 38 Inspections 25 Inspections 25 Inspections
of 6 Passport of 23 Passport of 22 Passport of 22 Passport
offices offices offices offices

- (d) During the inspections of Passport offices, shortcomings falling in the following major categories have been noticed in respect of all Passport offices:
 - (i) not conducting proper scrutiny of applications at the time of receipt of the same;
 - (ii) not making special arrangements for Tatkal cases;
 - (iii) delays in dispatch of Personal particular form to Police authorities;

(iv) instance of delays in the granting and issue of passports after receipt of clear Police verification reports;

(v) wrong "Emigration Clearance Required" (ECR) endorsements;

(vi) delays in dispatch of passports;

(vii) absence of prompt re-dressal of grievances of passport seeking public;

(viii) absence of requisite amenities for passport applicants.

(e) & (f) No proposals have been received from States for opening of new Passport offices.